

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



FILED

04/07/23

04:59 PM

C2304008

Thomas F. David,

Complainant,

vs.

Los Angeles Smsa Limited Partnership d/b/a
Verizon Wireless (U3003C); California Rsa No.
4 Ltd. Partnership d/b/a Verizon Wireless
(U3038C); Verizon Select Services, Inc
(U5494C); and Verizon Long Distance LLC
d/b/a Verizon Long Distance (U5732C),

Defendants.

(ECP)

Case:

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANTS
Thomas F. David 2025 San Marino Avenue San Marino CA 91108 T: 323-376-4204 E-mail: francis.david2014@gmail.com	Los Angeles Smsa Limited Partnership d/b/a Verizon Wireless (U3003C) and California Rsa No. 4 Ltd. Partnership d/b/a Verizon Wireless (U3038C) Sherri Murillo – Senior Analyst 1415 L Street, Suite 1250 Sacramento CA 95814 T: 916-208-8326 E-mail: sherri.murillo@verizon.com
	Verizon Select Services, Inc (U5494C) and Verizon Long Distance LLC d/b/a Verizon Long Distance (U5732C) Emily Sharpe - Senior Manager – Accounting 140 West Street, 7th Floor Room 7E100 New York NY 10007 T: 212-519-4751 E-mail: regacct@verizon.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Thomas F David

COMPLAINANT(S)

vs.

(B)

Verizon Wireless

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES

☐ NO

Has staff responded to your complaint?

☒ YES

☐ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES

☒ NO

Do you have money on deposit with the Commission?

☐ YES

☒ NO

Amount \$ _____

Is your service now disconnected?

☐ YES

☒ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Thomas David	2025 San Marino Ave	(323) 376-4204
	San Marino, CA 91108	

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
Verizon Wireless	1095 Avenue of the Americas	(212) 395-1000
	New York, New York 10036	

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

Narrative attached.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO

(3) ☒ Regular Complaint ☐ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

Verizon Wireless should honor the Military Discount of \$10.00 per line as advertised on the Veterans Advantage website.

Thomas F David
February 26, 2023

I purchased a HUM Device from Verizon Wireless on September 4, 2022 Exhibit A.
I have enclosed a copy of Verizon Customer Receipt Exhibit B.

I was told by different Verizon Wireless Stores that the Monthly Rate would be \$20.00 less \$10.00 per Month Military Discount. I was told the discount would automatically appear on my bill once my Military status is verified by Verizon Wireless. I have been a member of Veterans Advantage for over five years where Verizon Wireless Offer is listed.

Verizon Wireless uses id.me to verify Military Status Exhibit C.

I have enclosed a copy of Verizon Wireless current offer from Veterans Advantage Website Exhibit D. The price for one line has increased to \$30.00 for line from \$20.00 at the time of my purchased one line from Verizon Wireless. On page 2 of the Offer "1 phone line: \$10.00 discount per account per month." The last paragraph states "For most others advertised Verizon standard plans, you get a 15% discount on your monthly access fee, as long as the fee is \$34.99 per month or higher.:

I filed a complaint with the Public Utilities Commission on Verizon Wireless failure to honor the \$10.00 per Month Military Discount. Verizon Wireless sent me two emails dated January 18 and 19, 2023 attached Exhibit E. The emails informed me that the HUM was a Connection Device and was not entitled to \$10.00 per month Military Discount. Verizon Wireless offered some credit that were applied to my account. Verizon Wireless informed me that my current monthly bill includes a 15% Military Discount,

My monthly charge was Exhibit F:

September 2022	\$25.40
October 2022	\$25.26
November 2022	\$22.05
December 2022	\$22.05
January 2023	\$22.16
February 2023	\$22.17

I received a letter from the Public Utilities Commission dated February 8, 2023 File No:567654 Exhibit G. The letter informed me that I was not entitled to the \$10.00 per month Military Discount because the HUM is a connection device and Verizon Wireless had complied with the terms and conditions of my contract.

I believe that I subscribed to a Public Switched Telephone Number Exhibit H. I was assigned a telephone number that I can transfer to another carrier, used has a Hot Spot Device or with any telephone.

The Verizon Wireless offer on the Veterans Advantage website Military Discount of \$10.00 per month is per account Exhibit D.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

Verizon Wireless comply with offer of \$10,00 per month Military Discount per account.

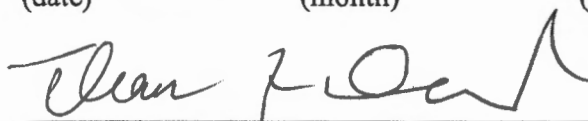
(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

francis.david2014@gmail.com

(J)

Dated San Marino, California, this 26 day of February, 2023
(City) (date) (month) (year)



Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)**REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

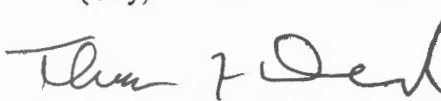
VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on February 26, 2023, at San Marino, California
(date) (City)



(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

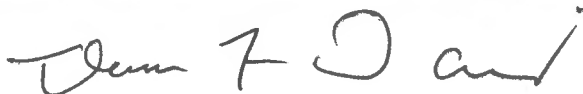
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

February 26, 2023

Date

Thomas F David

Print your name



[Back to Hum Features](#)



Wi-Fi for cars? Why yes.

Take the streaming route with Hum⁺. Entertain your passengers and turn your car into a mobile Wi-Fi Hotspot

FEATURES

Vehicle Diagnostics

Mechanics Hotline

Crash Response

Pinpoint Roadside Assistance

Wi-Fi Hotspot (Hum⁺ only)

Speed & Boundary Alerts

Stolen Vehicle Assistance

Safety Score

Maintenance Reminders

Vehicle Location

Driving History

NumberShare

EXHIBIT A

stream, surf, and game on the road. Your Wi-Fi Hotspot can start as soon as your car does and is powered by Verizon's nationwide 4G LTE network.

Ride with style, and service.

When you drive with Hum^x, you and your car will be able to be plugged into everything you love from E-books to movies, even video games and (gasp) work emails.

That's right, whether you're streaming the sweet sounds of the '90s in bumper-to-bumper traffic, entertaining the kiddos with a mobile movie theater or uploading your weekly report on the way out of town – the Hum^x Wi-Fi Hotspot has you covered and connected.

ENTERTAIN THE CAR

And let the car entertain them. Whether the kids have earned the Wi-Fi password for the day or you just need some silence from the backseat, your Hum® Wi-Fi makes it easy to plug into their favorite games, movies, and music.

STREAM ON-THE-GO

Turn your car into a concert when you connect to your Hum® Wi-Fi Hotspot to stream your favorite playlists, music videos and more

WFR: WORK FROM ROAD

Morning traffic going slow? Have your co-pilot upload the presentation fast and take that conference call from the carpool lane thanks to your Hum® mobile Wi-Fi Hotspot.



How it works

The Wi-Fi Hotspot is powered through the Hum[®] OBD Reader, which plugs into your vehicle's OBD Port. Looking for your Hum[®] Wi-Fi Network? Connect using the network name and temporary password found on the back of your Hum[®] Speaker. You can use the Hum App to change your network name and password at any time.

Verizon Wi-Fi available on select devices. Data usage applies. Coverage not available everywhere; see www.verizonwireless.com

Frequently Asked Questions

Do I need to be a Verizon Wireless customer to use Hum?

It depends on the Hum Product you are using.

Hum[®]

In order to use the Hum[®] Wi-Fi feature, you will need to purchase data from Verizon Wireless.

You have two options:

1. You can add Hum[®] to your existing Verizon Wireless shareable data plan. When you add Hum[®] to your Verizon Wireless

How much cellular

[GO TO FAQ](#)

Find the Hum that's best for you!

[SEE ALL HUM PRODUCTS](#)



OBD Reader

Hum[®] Speaker

Hum App[®]

TM & APP NAME NOT INCLUDE



HUM

[Home](#)

[Products](#)

[FAQ](#)

[Store Locator](#)

RESOURCES

[Compatibility Check](#)

[Locate Your OBD-II Port](#)

[Setup](#)

ABOUT

[Roadside Assistance](#)

[Terms of Service](#)

[Terms of Use](#)

[Privacy Policy](#)

Your Privacy Choice: [✓](#) [✕](#)

[About Our Ads](#)

Call Us

[\(800\) 906-2501](#)

[Home](#) [Products](#) [Setup](#) [Support](#)

[Sign In](#)

[Buy Now](#)

14 days of activation, beginning day 15, early termination fee of up to \$120 for Hum / \$175 for Hum+ applies. Hum+ is only available via Verizon Wireless; Hum+ service operates on 4G LTE network only and requires data usage. Not all products are available in all areas. Pinpoint Roadside Assistance provided by Signature Motor Club, Inc., up to 4 events per year. Many services require GPS service and/or network availability, not available in all locations. Not all incidents or problems will be detected. Compatible vehicle model restrictions apply. Automotive services not available everywhere. © 2019 Verizon. All rights reserved.

Google and related marks and logos are trademarks of Google LLC.



CUSTOMER RECEIPT

Please keep this important document for your records

Have questions? Get the answers you need. Download the My Verizon app, or sign in at vzw.com

ATTN: Thomas David

Order No: 5692981
Location Code: E331201
Order Placement Date: 09/04/2022
In-Store Pick Up
Store Address : WEST COVINA
VZ # 1430301
112 PLAZA DR, SPACE 1544
WEST COVINA
CA 91790 US
6268519992
Store Phone Number :

Item Description	Item SKU	Retail Price/VZW Cost	Qty	Item Price	Item Subtotal
HUMX VT1010	VZ-1010-001-US User Name :Thomas David Mobile NO:3234858407 ESN/MEID:357819099657266	\$120.00	1	\$120.00	\$120.00
NON INVENTORY MULTI-FORM-FACTOR SIM SKU	EMBDSIMTRI User Name :Thomas David Mobile NO:3234858407 ICCID ID:89148000004991357297		1	\$0.00	\$0.00
1 YR. MFG. WARRANTY	WAR6002		1	\$0.00	\$0.00

Order Subtotal: \$120.00

CA Local Sales Tax 4.20
CA State Sales Tax 7.20

Order Total: \$131.40

* In California, sales tax is calculated on the full retail price of the device, not the discounted price you pay. In Massachusetts and Nevada sales tax is calculated on the VZW cost of the device. Your sales tax was based on \$11.40

Verizon Wireless SIM may only be used with devices certified for use on Verizon Wireless' network. You can check if your device is certified at www.verizonwireless.com/certifieddevice

RXHIBIT B



CUSTOMER RECEIPT

Please keep this important document for your records

ATTN: Thomas David

Order No: 5692981
Location Code: E331201
Order Placement Date: 09/04/2022
In-Store Pick Up
Store Address : WEST COVINA
VZ # 1430301
112 PLAZA DR, SPACE 1544
WEST COVINA
CA 91790 US
Store Phone Number : 6268519992

Return/Exchange Policy:

New and Certified Pre-Owned merchandise may only be returned or exchanged within 30 days of purchase. You are permitted to make one exchange. If you exchange your current device for another, you must return the original device, or you will be charged the difference between your purchase price and the MSRP. A restocking fee of \$50 applies to any return or exchange of a wireless device (excluding Hawaii). Cancellations must occur within 3 days of activation for the Activation Fee to be refunded. If you return your merchandise after the return period, you will not receive a refund and your merchandise will not be returned to you. See verizonwireless.com/returnpolicy for complete details.

BUSINESS AND GOVERNMENT CUSTOMERS: The terms and conditions for return and exchange, including the return period, may vary by contract. Please contact your Verizon Wireless Account Manager or refer to your contract.

Cellular Service Information

Mobile No: 3234858407 User Name: Thomas David

Price Plan Description:

Contract Term : 1 month(S)

EARLY TERMINATION FEE: UP TO \$350

The monthly Federal Universal Service Charge is 33.00% of interstate and int'l telecom charges (varies quarterly). The monthly Regulatory Charge is \$0.09 per line for voice capable devices, or \$0.02 per line for data only devices. The monthly Administrative Charge is \$3.30 per line for voice capable devices, or \$0.06 per line for data only devices. These charges are our charges, not taxes. Taxes, surcharges and other fees, such as E911 and gross receipt charges, can add between 6.00% and 44.00% to your monthly bill, and are added to your monthly access fees and airtime charges.

Features:

TXT MSG W PER MSG CHARGES
STREAMLINED BILLING - \$0
BLOCK TEXT MESSAGING
DECLINE DEVICE PROTECTION
DECLINE VOICE MAIL
4G DATA TRANSPORT
DYNAMIC-PRIVATE IP
4G BLK DATA ROAM
VIDEO CALLING BLOCK \$0
ACCESS - ADVANCED CALLING \$0
HD VOICE \$0
DUAL APN INTERNET ACCESS
CDMA-LESS DEVICE PROVISIONING



ABOUT US

ID.me simplifies how individuals prove and share their identity online

ID.me provides secure identity proofing, authentication, and group affiliation verification for government and businesses across sectors.



We've verified your identity!

Before we send you back to Vets.gov, we need your permission to share your verified identity information with Vets.gov.

- | | |
|---|--|
| <input checked="" type="checkbox"/> Email | <input checked="" type="checkbox"/> State |
| <input checked="" type="checkbox"/> First Name | <input checked="" type="checkbox"/> Zip Code |
| <input checked="" type="checkbox"/> Middle Name | <input checked="" type="checkbox"/> SSN |
| <input checked="" type="checkbox"/> Last Name | <input checked="" type="checkbox"/> Birth Date |
| <input checked="" type="checkbox"/> Street | <input checked="" type="checkbox"/> Phone |
| <input checked="" type="checkbox"/> City | <input checked="" type="checkbox"/> Gender |

Allow and continue

Done

You can remove this access at any time by changing your ID.me account settings.

ID.me simplifies how individuals prove and share their identity online. The ID.me secure digital identity network has 100 million members with over 70,000 individuals joining daily, as well as partnerships with 31 states, multiple federal agencies, and over 500 name brand retailers. The company provides identity proofing, authentication and group affiliation verification for organizations across sectors.

The company's technology meets the highest federal standards and is approved as a NIST 800-63-3 IAL2 / AAL2 conformant credential service provider by the Kantara Initiative. ID.me is the only provider with video chat and in-person verification, increasing access and equity. The team is committed to "No Identity Left Behind" to enable all people to have a secure digital identity.

Identity touches all sectors of the economy. But revealing the information that identifies us can be risky. At ID.me, we've changed this paradigm.

ID.me

Our Story

It began when ID.me's CEO and founder Blake Hall, a decorated Army Ranger, watched a military veteran display their DD214 separation paperwork to a store employee to claim a military discount. The document held far more information than was needed to verify military service. Exposing so much personal information for a single benefit was risky and unnecessary. There had to be a better way.

We set out with the mission to make group affiliation verification easier and more secure. We began with the military community, but quickly grew to include students, teachers, nurses, first responders, and government employees.



Save on Verizon's Wireless Plans, Starting at Only \$30/line

Verizon recognizes you and your family member's eligibility for its wireless military discounts with VetRewards online at www.VeteransAdvantage.com through our private gated access to Verizon.com's military discounts page. You can save on Verizon's wireless plans, and get up to \$25 OFF per month.

PLUS, as a VetRewards subscriber, you get exclusive discounts from top mobile device manufacturers: Samsung, Apple, Dell, and Lenovo

Verizon military savings on the access fees can range from \$120 to \$500 annually, depending on your plan type, the number of lines and whether you qualify for a straight dollar discount or 15% off your plan fees.

Family eligibility for Verizon military discounts is exclusively for VetRewards subscribers. If you are enrolled in VetRewards and are an immediate family member of a veteran or active duty serviceperson, you also qualify for this military discount. This is a family benefit if you are the Verizon's primary authorized contact and not the active duty or veteran.

You qualify for the Verizon military discount as a VetRewards subscriber when you are:



the immediate family of a current or former servicemember: the spouse, father, mother, brother, sister, son or daughter of a current

or former servicemember

starting a new Verizon plan or are an existing Verizon customer

the primary account holder with a Verizon Plan that is an immediate family member of a current or former servicemember (you don't have to be on the military or veteran's account, you can be your own primary account holder and redeem the military discount)

The Verizon military discount is on the following:

Verizon Wireless Plan Access Discounts

Verizon offers military discounts on "Get More," "Do More," "Play More" access or "Start Unlimited "access. Your monthly access savings vary by the number of phone lines:

1 phone line: \$10 discount per account each month

2 – 3 phones lines: \$25 discount per account each month

4+ phones lines: \$20 discount per account each month

For most other advertised Verizon standard plans, you'll get a 15% discount on your monthly access fee, as long as the fee is \$34.99 or higher.

Verizon Accessories

You are eligible for up to 25% OFF your online Verizon.com purchases of select accessories in your MyVerizon account. Shop for cell phone accessories and more, from cases and chargers to headphones and wearable tech.

Details of the Offer

You can expedite your military verification for Verizon Mobile + Home military discounts by enrolling in VetRewards, the premium subscription service from Veterans Advantage.

If you're an immediate family member of a current or former servicemember, with VetRewards you're also eligible for Verizon Mobile's military discounts on your plan.

For wireless accessory discounts, sign into your MyVerizon account for up to 25% OFF online.

Enjoy Disney+ on select Unlimited plans.

Your Verizon military discount will be applied to your monthly billing statement within 1-2 Verizon billing cycles.

Just joined--savings from Verizon cell phone more than pays for the membership.

Robert Langley | US Air Force

PLUS Exclusive Discounts on Smartphones, Tablets and Computers

Once enrolled in VetRewards, in addition to your Verizon Wireless military offer, you're also eligible to shop the private stores of the leading mobile phone, tablet

and computer brands for additional VetRewards Exclusive savings:

Samsung: Up to 40% savings on Galaxy phones, laptops and appliances

Apple: Exclusive discounts on iPhones, iPads, Macbooks, Apple Watch, and accessories

Lenovo: Up to 35% off computers and tablets

Dell: Up to 30% off plus combined 10% military discount on computers and tablets

Terms & Conditions

Note: For eligible military; approved verification required. 5G Unlimited plans: \$10/mo account discount applied to single line; \$25/mo account discount applied to 2-3 lines; \$20/mo account discount applied to 4+ lines. **Unlimited 5G Nationwide/4G LTE: In times of congestion, your data may be temporarily slower than other traffic on 5G Start plan; for 5G Play More and 5G Do More plans, your smartphone and Mobile Hotspot data only after 50 GB/mo of 5G Nationwide or 4G LTE data. Mobile Hotspot not available on 5G Start. Domestic data roaming at 2G speeds. Savings are not stackable.*

Disney+ on us for 6 months from time of enrollment (must enroll w/ Verizon by 3/31/23); then auto-renews at \$7.99+ tax/mo. (or the then-current monthly price) after promo period ends unless you cancel w/Verizon (For NM residents, Disney+ ends automatically after 6mos). Add'l terms apply. One offer per eligible Verizon account. © 2023 Disney and its related entities.



More About Verizon Wireless

Verizon Wireless recognizes your service at Verizon Wireless stores nationwide and online at [VerizonWireless.com](https://www.VerizonWireless.com).

With VetRewards, you qualify for the Verizon Wireless Military Discounts on Go, Beyond or Above Unlimited plans. One line on your account? Save \$10. Two or three lines? Save \$25. Three or more lines? Your savings are

\$20 on your account access fee. Other plans such as the Small, Medium or Large plans are eligible for 15% OFF and applied to your standard monthly rate and features provided your monthly fee is higher than \$34.99.

Your family members also qualify for the 15% OFF Verizon Wireless Military Discount with their own VetRewards subscription (subscriptions are 50% off for family members). It's also great that you will qualify for this discount whether you are starting a new plan or have an existing qualifying plan.

In addition, you are eligible for up to 25% off your online VerizonWireless.com purchases of select accessories in your MyVerizon account, or 10% OFF at Verizon Wireless stores nationwide.

Verizon Wireless has been a Veterans Advantage military verification partner since 2011.

[See More About Verizon Wireless](#)

Ready to Get Started?

Get A Real Thank You with VetRewards.

Enroll with Veterans Advantage for the nationally-recognized VetRewards Card and exclusive partner discounts we've created to enhance your lifestyle. You qualify if you are active duty, a retiree, veteran, current or former guard & reserve, or an immediate family member.

Already a member? [Login now.](#)

More Member Offers



MILITARY COMMUNITY OFFER

Military Discount on Monthly Wireless Plans



VETREWARDS EXCLUSIVE

Apple Honors You with VetRewards Discounts on Laptops, Desktops, iPhones, iPads and AppleCare



VETREWARDS EXCLUSIVE

Save up to 75% OFF!



VETREWARDS EXCLUSIVE

VetRewards Card Members are eligible for exclusive X-Plan pricing on a new Ford!



VETREWARDS EXCLUSIVE

Dell Thanks You with up to 30% Savings +10% OFF Combined

SAMSUNG

VETREWARDS EXCLUSIVE

Up to 40% OFF Samsung Smartphones, Computers, Appliances + Free Shipping

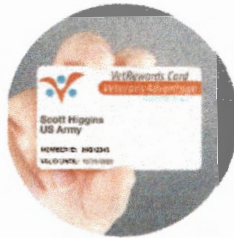
Get More with VetRewards

Add deeper discounts and additional benefits to your membership.



VIP Member Support

Live USA-based
Assistance



Secure Military ID

Your VetRewards
Card



TravelProtection™

Travel Medical Insurance



Exclusive Discounts

Members Only
Savings

Not sure if you qualify? Find out now.

Join Our Community.

Already a member? **Login now.**



THOMAS DAVID <francis.david2014@gmail.com>

Re: Verizon Wireless Executive Relations (CASE 2916470)

1 message

THOMAS DAVID <francis.david2014@gmail.com>

Thu, Jan 19, 2023 at 12:07 AM

To: Verizon Wireless Executive Relations, <cersWEExecutiveRelations@verizonwireless.com>

Delana

Verizon Executive Relations

The wording has changed from my discussions with you.

I have petitioned the Public Utilities Commission to review the written offer that Verizon and Veterans Advantage is advertising, to members of the United States Military.

On Wed, Jan 18, 2023 at 9:43 AM Verizon Wireless Executive Relations <cersWEExecutiveRelations@verizonwireless.com> wrote:

Hello,

This email is in response to a complaint submitted to the Verizon Executive Office. In this complaint, you have expressed concern regarding a \$10.00 promotional discount as well as a Military discount.

Our records indicate that on October 6, 2022, a complaint was submitted to our office regarding this matter. As you expressed concern regarding a \$10.00 promotional discount offer, we advised that due to the line on your account being a connected device, it did not qualify for the aforementioned discount. As a means to resolve the concern, we offered a one-time good faith credit in the amount of \$105.00 equivalent to several months of service. This credit appeared on your October 2022 bill.

On December 16, 2022, our office received an email complaint disputing our findings regarding the \$10.00 discount. On December 20, 2022, our office contacted you to discuss your concerns further. At this time we confirmed that your account is receiving a 15% military discount. In addition, we further advised that due to the line being a connected device, it did not qualify for the aforementioned discount.

In an effort to bring closure to this matter, as our office has confirmed the application of the Military discount, issued a good faith credit regarding the concern, and provided clarity on multiple occasions regarding the \$10.00 promotion in question, no additional action can be taken by our office at this time.

To contact me you can respond to this email or call 800-779-2067, select option 3, and reference the case number in the subject line of this email. I am available Monday through Friday between the hours of 9:30 AM - 6:00 PM ET.

Thank you,

Delana

Verizon Executive Relations

EXHIBIT E



THOMAS DAVID <francis.david2014@gmail.com>

Verizon Wireless Executive Relations (CASE 2916470)

1 message

Verizon Wireless Executive Relations <cersWEEExecutiveRelations@verizonwireless.com>Wed, Jan 18, 2023 at
9:43 AM

Reply-To: Verizon Wireless Executive Relations <cersWEEExecutiveRelations@verizonwireless.com>

To: FRANCIS.DAVID2014@gmail.com

Hello,

This email is in response to a complaint submitted to the Verizon Executive Office. In this complaint, you have expressed concern regarding a \$10.00 promotional discount as well as a Military discount.

Our records indicate that on October 6, 2022, a complaint was submitted to our office regarding this matter. As you expressed concern regarding a \$10.00 promotional discount offer, we advised that due to the line on your account being a connected device, it did not qualify for the aforementioned discount. As a means to resolve the concern, we offered a one-time good faith credit in the amount of \$105.00 equivalent to several months of service. This credit appeared on your October 2022 bill.

On December 16, 2022, our office received an email complaint disputing our findings regarding the \$10.00 discount. On December 20, 2022, our office contacted you to discuss your concerns further. At this time we confirmed that your account is receiving a 15% military discount. In addition, we further advised that due to the line being a connected device, it did not qualify for the aforementioned discount.

In an effort to bring closure to this matter, as our office has confirmed the application of the Military discount, issued a good faith credit regarding the concern, and provided clarity on multiple occasions regarding the \$10.00 promotion in question, no additional action can be taken by our office at this time.

To contact me you can respond to this email or call 800-779-2067, select option 3, and reference the case number in the subject line of this email. I am available Monday through Friday between the hours of 9:30 AM - 6:00 PM ET.

Thank you,

Delana

Verizon Executive Relations



Billing period Sep 4, 2022 - Sep 4, 2022 | Account # 373898934-00001 | Invoice # 9516968180

PO BOX 489
NEWARK, NJ 07101-0489

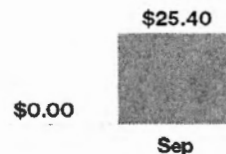
KEYLINE



THOMAS F DAVID
2025 SAN MARINO AV
SAN MARINO, CA 91108-2835

Pay your bill online, fast and easy

For convenience and peace of mind you can pay your bill online or enroll in Auto Pay and Paper-free Billing. Visit go.vzw.com/paybill



Your September bill is \$25.40 higher than last month's. You can see a full breakdown of all this month's charges on go.vzw.com/mybill.

Your September bill is \$25.40

It's due on Sep 26, 2022.

Thomas David 323-485-8407	\$25.40
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\$25.40

Balance forward from last bill

Previous balance (through)	\$0.00
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No payment received	\$0.00
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Total balance forward	\$0.00
-----------------------	--------

Good to know

Check your online bill for all surcharges, taxes and gov fees

The total amount due for this month includes surcharges of \$4.42 and taxes and gov fees of \$0.98. For an itemized list of taxes, fees and surcharges visit go.vzw.com/mybill.

EXHIBIT F



Billing period Sep 5, 2022 - Oct 4, 2022 | Account # 373898934-00001 | Invoice # 9525061824

PO BOX 489
NEWARK, NJ 07101-0489

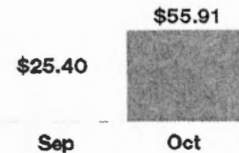
KEYLINE



THOMAS F DAVID
2025 SAN MARINO AV
SAN MARINO, CA 91108-2835

Pay your bill online, fast and easy

For convenience and peace of mind you can pay your bill online or enroll in Auto Pay and Paper-free Billing. Visit go.vzw.com/paybill



Your October bill is \$30.51 higher than last month's. You can see a full breakdown of all this month's charges on go.vzw.com/mybill.

Your October bill is \$55.91

Your Oct bill of \$55.91 is due on Oct 27, 2022. The total includes: past due amount of \$25.40 and a late fee of \$5.00.

Unpaid balance	\$25.40
Account charges	\$5.25
Thomas David 323-485-8407	\$25.26
	\$55.91

Due immediately: \$25.40

Due Oct 27, 2022: \$30.51

Unpaid balance from last bill

Previous balance (through Sep 4)	\$25.40
No payment received	\$0.00
Total unpaid balance	\$25.40

Good to know

Check your online bill for all surcharges, taxes and gov fees

The total amount due for this month includes surcharges of \$4.28 and taxes and gov fees of \$1.23. For an itemized list of taxes, fees and surcharges visit go.vzw.com/mybill.



Billing period Oct 5, 2022 - Nov 4, 2022 | Account # 373898934-00001 | Invoice # 9533158984

PO BOX 489
NEWARK, NJ 07101-0489

KEYLINE



THOMAS F DAVID
2025 SAN MARINO AVE
SAN MARINO, CA 91108-2835

Pay your bill online, fast and easy

For convenience and peace of mind you can pay your bill online or enroll in Auto Pay and Paper-free Billing. Visit go.vzw.com/paybill

\$55.91

-\$32.55

Oct

Nov

Your November bill is **-\$32.55**

This includes a credit balance of **-\$54.60** carried over from your last bill. You have a credit balance this month and no payment is due.

Your November bill has a credit balance. You can see a full breakdown of all this month's charges on go.vzw.com/mybill.

Good to know

Check your online bill for all surcharges, taxes and gov fees

The total amount due for this month includes surcharges of **\$4.19** and taxes and gov fees of **\$0.86**. For an itemized list of taxes, fees and surcharges visit go.vzw.com/mybill.

Credit balance	-\$54.60
Thomas David 323-485-8407	\$22.05
	-\$32.55

Credit balance from last bill

Previous balance (through Oct 4)	\$55.91
No payment received	\$0.00

Billing adjustments

Late Fee (Oct 18)	-\$5.00
Late Fee (Oct 18)	-\$0.25
Negotiated Settlement - Acct (Oct 6)	-\$105.00
Local tax adjustment	-\$0.26
Total credit balance	-\$54.60



Billing period Nov 5, 2022 - Dec 4, 2022 | Account # 373898934-00001 | Invoice # 9541257383

PO BOX 489
NEWARK, NJ 07101-0489

KEYLINE



THOMAS F DAVID
2025 SAN MARINO AVE
SAN MARINO, CA 91108-2835

Pay your bill online, fast and easy

For convenience and peace of mind you can pay your bill online or enroll in Auto Pay and Paper-free Billing. Visit go.vzw.com/paybill

-\$32.55	-\$10.50
Nov	Dec

Your December bill has a credit balance. You can see a full breakdown of all this month's charges on go.vzw.com/mybill.

Your December bill is **-\$10.50**

This includes a credit balance of **-\$32.55** carried over from your last bill. You have a credit balance this month and no payment is due.

Good to know

Check your online bill for all surcharges, taxes and gov fees

The total amount due for this month includes surcharges of **\$4.19** and taxes and gov fees of **\$0.86**. For an itemized list of taxes, fees and surcharges visit go.vzw.com/mybill.

Credit balance	-\$32.55
Thomas David 323-485-8407	\$22.05
	-\$10.50

Credit balance from last bill

Previous balance (through Nov 4)	-\$32.55
No payment received	\$0.00
Total credit balance	-\$32.55



Billing period Dec 5, 2022 - Jan 4, 2023 | Account # 373898934-00001 | Invoice # 9549387129

PO BOX 489
NEWARK, NJ 07101-0489

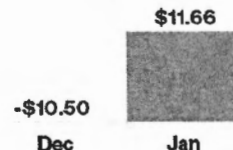
KEYLINE



THOMAS F DAVID
2025 SAN MARINO AVE
SAN MARINO, CA 91108-2835

Pay your bill online, fast and easy

For convenience and peace of mind you can pay your bill online or enroll in Auto Pay and Paper-free Billing. Visit go.vzw.com/paybill



Your January bill is \$22.16 higher than last month's. You can see a full breakdown of all this month's charges on go.vzw.com/mybill.

Your January bill is \$11.66

This includes a credit balance of -\$10.50 carried over from your last bill. Your bill is due on Jan 27, 2023.

Credit balance	-\$10.50
Thomas David 323-485-8407	\$22.16
	\$11.66

Credit balance from last bill

Previous balance (through Dec 4)	-\$10.50
No payment received	\$0.00
Total credit balance	-\$10.50

Good to know

Check your online bill for all surcharges, taxes and gov fees

The total amount due for this month includes surcharges of \$4.29 and taxes and gov fees of \$0.87. For an itemized list of taxes, fees and surcharges visit go.vzw.com/mybill.



Billing period Jan 5, 2023 - Feb 4, 2023 | Account # 373898934-00001 | Invoice # 9557467284

PO BOX 489
NEWARK, NJ 07101-0489

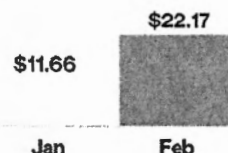
KEYLINE



THOMAS F DAVID
2025 SAN MARINO AVE
SAN MARINO, CA 91108-2835

Pay your bill online, fast and easy

For convenience and peace of mind you can pay your bill online or enroll in Auto Pay and Paper-free Billing. Visit go.vzw.com/paybill



Your February bill is \$10.51 higher than last month's. You can see a full breakdown of all this month's charges on go.vzw.com/mybill.

Your February bill is \$22.17

It's due on Feb 24, 2023.

Thomas David 323-485-8407	\$22.17
------------------------------	---------

\$22.17

Balance forward from last bill

Previous balance (through Jan 4)	\$11.66
Payment received - Thank you (Jan 20)	-\$11.66
Total balance forward	\$0.00

Good to know

Check your online bill for all surcharges, taxes and gov fees

The total amount due for this month includes surcharges of \$4.29 and taxes and gov fees of \$0.88. For an itemized list of taxes, fees and surcharges visit go.vzw.com/mybill.

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



February 8, 2023

File No:567654

Thomas David
2025 San Marino Ave
San Marino CA 91108

Dear Thomas David,

The California Public Utilities Commission (CPUC) asked **Verizon Wireless** to review your additional concerns and to make any appropriate account and billing adjustments.

Verizon Wireless reported that the necessary steps have been taken to address your concerns. The utility added that you were sent written notification of the resolution, a copy of which was also sent to the CPUC.

The utility has advised that you were contacted on December 20, 2022. It was explained that your account is receiving a 15% military discount, It was also explained that due to the line ending in 8407 being a connected device, it does not qualify for the \$10.00 promotional discount.

Please note that CPUC jurisdiction over wireless disputes is limited to ensuring the compliance of the contractual "terms and conditions," agreed upon by the Consumer and the utility. In reviewing your complaint and the utility's response, it appears that **Verizon Wireless** has complied with the terms and conditions of your contract.

If you disagree with that finding and wish to file a Formal Complaint, the instructions for the formal process have been included.

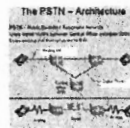
Sincerely,

Shelley Jackson
Consumer Affairs Branch
1-800-649-7570
Enclosure: Formal Complaint Procedures

EXHIBIT G

Public Switched Telephone Network

According to 12 sources



Think of a **Public Switched Telephone Network (PSTN)** as a combination of telephone networks used worldwide, including telephone lines, fiber optic cables, switching centers, cellular networks, as well as satellites and cable systems. These help telephones communicate with each other.

The **public switched telephone network (PSTN)** provides infrastructure and services for public telecommunication. The PSTN is the aggregate of the world's circuit-switched telephone networks that are operated by national, regional, or local telephony operators.

What Is PSTN and How Does...

Public switched telephone ...

Feedback

People also ask

What is the difference between VoIP and PSTN?



What is the difference between PSTN and ISDN?



What does PSTN stand for?



What is the PSTN? PSTN (Public Switched Telephone Network) refers to the traditional backbone of telecommunication across the globe. While today's communication network has seen a digital shift, the PSTN historically made use of underground copper wires and telephone lines to connect people and businesses.

What is PSTN and How it Works | Complete Guide [2021]
www.quora.com/Telephones-What-does-PSTN-stand-for

Search for: What does PSTN stand for?

What does a PSTN number look like?



PSTN stands for Public Switched Telephone Network. In the US, numbers take the form of [Country Code]- [Area Code]- [Exchange]- [Subscriber]. For the US country code is 1, so an example phone number is 1-207-555-5555.

What does a PSTN number look like? - Quora
www.quora.com/What-is-PSTN-and-how-does-it-work

Search for: What does a PSTN number look like?

Feedback

What is PSTN and how it works | Complete guide [2022]

<https://telnyx.com/resources/what-is-pstn>

Web Feb 15, 2021 · The traditional telephony system, the PSTN, is being phased out. Learn how to keep your calls running. The Public Switched Telephone Network (PSTN), the legacy telephony network that connects calls via physical phone lines, is being ...

Author: Brian Segal

Developer Docs

Telnyx Developers ... /docs/v2

See results only from telnyx.com

What Is PSTN and How Does It Actually Work? - Nextiva Blog

<https://www.nextiva.com/blog/what-is-pstn-and-how-does-it-actually-work/>

Public switched telephone network

Type of telephone network

W

The public switched telephone network provides infrastructure and services for public telecommunication. The PSTN is the aggregate of the world's circuit-switched telephone networks that are operated ...

PSTN sends a voice signal over the wire, and **VoIP** converts audio into data packets and then back to audio when it reaches the recipient.

PSTN network is almost impossible to hack into since it has dedicated underground copper wires. Thus, telephone communication is very secure and reliable for businesses and individuals.

Since **PSTN** mainly relies on **analogue lines** (or copper wire lines), it's not nearly as susceptible to cyber attacks as its VoIP counterpart.

Data: [Wikipedia](#) · [yeaster.com](#) · [telnyx.com](#)
Wikipedia text under [CC-BY-SA license](#)

Feedback

Explore more



Integrated Services...



Telephone exchange



Business telephone...



P ti

EXHIBIT H